

MI

[illegible]

Frontier Communications of Minnesota, Inc.

Year 2011 Service Interruptions:

[illegible]

Citizens Telecommunications of Minnesota, Inc.

Year 2011 Service Interruptions:

[illegible]

[illegible]

New Mexico

Navajo Communications Company, Inc.

<u>Location</u>	<u>Date/Time Started</u>	<u>Duration</u>	<u>Description of Incident & Resolution</u>	<u>Services Affected</u>	<u>Access Lines affected</u>	<u>Steps to prevent reoccurrence</u>
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REDACTED

REDACTED

REDACTED

ATTACHMENT B - UNFULFILLED REQUESTS FOR SERVICE - REDACTED FINAL (07-02-12)

REDACTED FOR PUBLIC INSPECTION
ATTACHMENT B: Unfulfilled Requests for Service

STATE ETC Filing - 2011

<u>State</u>	<u>unfulfilled orders</u>
Florida	0
Idaho	0
Iowa	0
Michigan	0
Minnesota	0
Mississippi	0
Nebraska	0
New Mexico - Navajo Communications Company, Inc.	19
Oregon	0
West Virginia- Citizens Telecommunications Company of West Virginia	8
West Virginia - Frontier West Virginia Inc.	38

ATTACHMENT C - COMPLAINTS BY STATE - REDACTED FINAL (07-02-12)

REDACTED FOR PUBLIC INSPECTION
ATTACHMENT C: Complaints Filed by State

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State	Legal Entity	Complaints per 1000 access lines
FL	Frontier Communications of the South, LLC	0.67
IA	Frontier Communications of Iowa, LLC	0.15
IA	Citizens Telecommunications Company of Minnesota, LLC	0.00
	Total Iowa	0.15
ID	Citizens Telecommunications Company of Idaho	1.60
ID	Frontier Communications Northwest Inc.	0.82
	Total Idaho	0.94
IN	Frontier Midstates Inc.	0.00
IN	Frontier North Inc.	0.56
IN	Frontier Communications of Indiana LLC	0.64
IN	Frontier Communications of Thorntown LLC	0.94
	Total Indiana	0.52
MI	Frontier Midstates Inc.	1.63
MI	Frontier North Inc.	1.14
MI	Frontier Communications of Michigan, Inc.	1.04
	Total Michigan	1.17
MN	Citizens Telecommunications Company of Minnesota, LLC	0.20
MN	Frontier Communications of Minnesota, Inc.	0.27
	Total Minnesota	0.22
MS	Frontier Communications of Mississippi LLC	1.70
NE	Citizens Telecommunications Company of Nebraska LLC	0.83
NM	Navajo Communications Company, Inc.	0.28
OR	Citizens Telecommunications Company of Oregon	2.67
OR	Frontier Communications Northwest Inc.	1.02
	Total Oregon	1.10
WA	Frontier Communications Northwest Inc.	0.35
WV	Citizens Telecommunications Company of West Virginia	2.73
WV	Frontier West Virginia Inc	4.52
	Total West Virginia	4.11